

O/o GM(Trg), 102, 1st Floor,  
Bharat Sanchar Bhavan, Janpath  
H.C. Mathur Lane, New Delhi-110001  
Tel: 011- 23714014 Fax: 011- 23711544



भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

**No. 32-27/04-Trg[Pt. VII]**

**Dated: 11/02/2010**

To

**Chief General Managers**

**All Territorial Circle/Non Territorial Circles/Metro Distt , other administrative units**

**Subject: The Conduction of Web-based Up-gradation Training in BSNL**

Provision of Mandatory trainings of two weeks to the executives on their up-gradations has been a part of the Executive Training Policy, as implemented in BSNL in 2007. Training centers took up the massive assignment for the design and delivery of these trainings across the country and have very successfully discharged the responsibility to the best possible levels of satisfaction, both for the executives and for the administration. It is certainly a matter of great solace that more than 45,000 executives participated in these trainings and got benefited to various degrees of their appreciation and that too in an almost clinical manner of training delivery by our training centers. As of now, first round and to some extent second round of these mandatory trainings have been completed and almost all the executives have at-least attended one such training at one or other BSNL training centers.

While reviewing the delivery part of these mandatory trainings, we have been seized of the various options and availability of newer technological solutions towards optimizing our training delivery methods, resources and overall productivity.

We are pleased to intimate that BSNL management has approved to switch over from the conventional class room learning to the electronic media based learning for all type of upgradation courses under EPP from new financial year i.e. from 1st April 2011. (All the up-gradations, taking place in the next financial year and onward, would be governed by the new scheme). The prime background considerations for this adoption, have been:

1. Availability of new means of learning disseminations in the form of CD/ DVD, Webinars, virtual class rooms, E-learning, digital library etc.
2. Minimizing expenditure towards stay and travelling by the trainees and enhancing the availability of the man-days in the field units.
3. To encourage the trainees in skill upgradation through his own involvement supplemented by an IT environment.

As an overall philosophy, the mandatory trainings, predominantly knowledge/content oriented, would be made available to the executives through various new and electronic means of learning dissemination. The support from the training centers would be co-ordinated and extended through various mentor groups. The assessment of the learning of the executives would also be done through on-line means, at the nearest possible training centers or at other

administratively convenient places. Training centers would further supplement this content-based learning with the practical/hands-on part of the learning where practical/field issues can be discussed /recorded and made available to all, for skills' up-gradation in relevant areas.

For stream lining the complete procedure, following committees/ sub committees, have been constituted:

1. Mandatory Training Transition Committee with CGMs of ALTTC, BRBRAITT and NATFM as its members.
2. Sub-committee on Digitalization of contents.
3. Sub-committee on On-Line Examination
4. Sub-committee on CTMS issues/ processes.

Detailed guidelines/ processes are being put in place by the above mentioned committees in a time bound manner and all the stakeholders would be kept informed of the same.

In order to execute this transition in systematic order following **salient points** may kindly be taken note of (especially concerned GM/ DGM in charge of training process in respective circles/units):

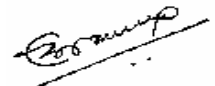
1. This system of on-line learning and on-line examination has been designed to work on quarterly basis. Class room up-gradation training will not be conducted in the training centres beginning from 1<sup>st</sup> April 2011.
2. The nominations for the upgradation batches on on-line learning/ examination system will be opened on 1<sup>st</sup> April 2011 for the April-June Quarter. Thereafter, the batches will be opened for the nomination in CTMS package on the first day of subsequent quarters.
3. The process of nomination for these batches will be open up to 45 days from the day of opening of the nominations ( for example for April-June quarter, the nominations will be closed on 15<sup>th</sup> May and for July-September quarter, the nominations will be closed on 15<sup>th</sup> August and so on for the subsequent quarters).
4. All the training material for on-line learning will be made available on Digital Library/CTMS portal. The master-copies of the contents for specific steams of executives would be prepared and distributed by the concerned training centers to their respective circles/units. Multiple numbers of CDs/ DVDs for distribution among promoted executives would be made by the HR units.
5. The circles will provide this CD/ DVD, containing all the on-line training material, to the executives along with their time-bound promotion orders. It will give the executives enough time to prepare for the on-line learning/ examination.
6. This fact may also be brought to the notice of the executive by incorporating it in the his promotion order so that the executive becomes aware that he has to nominate himself for the mandatory up-gradation training on CTMS portal and use this CD/ DVD for preparing and learning the required contents for the examination.
7. The promoted executive is permitted to self nominate himself/ herself on CTMS portal. For this he/she will use HR number as login ID and Date of Birth as password. However, as per existing practice, the same need to be further approved by training coordinator of SSA/ circle to take effect.

8. Executives will be allowed to clear the on-line examination in maximum three attempts. In case the executive is not able to clear the exam in a quarter, he/she will be nominated automatically in the next batch on the CTMS portal.
9. Executives should register themselves in a manner so that they clear their respective mandatory trainings within the stipulated period of TWO years from the date of their respective up-gradations.
10. During the initial phase of implementation (i.e. April-June 2011 and July-September, 2011), the examination will be conducted at training centres (ALTTC, BRBRAITT, NATFM, RTTCs and CTTCs). Thereafter, in second phase, the examination centres will be supplemented by the places/cities in Circles where such facilities can be organized for smooth conduct of exam. Circle CGMs are requested to identify 3 to 4 places where necessary infrastructure for the conduction of the on-line examination can be made available, to ALTTC at the earliest.
11. Also, a separate Mentor Groups are being formed at ALTTC/ BRBRAITT/ NATFM and RTTCs, each catering to different upgradation courses. These Mentor Groups will coordinate the complete on-line learning and examination process. The concerned training coordinator of your circle may be advised to coordinate with concerned Mentor Group regarding the complete on-line learning/ examination process.
12. The up-to-date details of the training coordinators of the circle including name, designation, mobile number, land line, fax, email etc may also be provided to the associated RTTCs/ CTTCs.

**It is requested that wide publicity may kindly be given to the above.**

The principals of the various associated Training centers may be encouraged to cause dissemination of the points under the new scheme for the benefit of all.

Should there be any more queries on the subject; Training Cell/ALTTC would be pleased to answer the same.



**[Neeraj Verma]**  
General Manager(Training)

**Copy for information and necessary action:**

1. CGMs ALTTC/BRBRAITT/ NATFM
2. Principal ARTTC/RTTCs/RGMTC

General Secretaries of the Associations are also requested to give wide publicity of the scheme for the benefit of their cadres.

**Copy for kind information:**

- CMD, BSNL
- All functional Directors, BSNL Board